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| --- | --- |
| **Cluster** | Planning, Industry & Environment  |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Various |
| **Location** | Various |
| **Classification/Grade/Band** | Environment Officer Class 4 |
| **Role Number** | Generic |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1127292 |
| **Date of Approval** | April 2015 |
| **Agency Website** | <https://www.dpie.nsw.gov.au/>  |

# Agency overview

The Planning, Industry and Environment Cluster brings together the functions from the former Planning & Environment and Industry Clusters.

The new Cluster will drive for greater levels of integration and efficiency across key areas such as long term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. In particular, there will be a redoubling of emphasis on regional NSW.

# Primary purpose of the role

Assists the Senior Branch Coordination Officer to provide coordination and administrative support services to the Branch and provides administrative assistance and secretarial services to the Branch Director to optimise the effective and efficient operations of the Branch

# Key accountabilities

* Maintain the Branch Director’s diary – screening invitations, requests for appointments, speaking arrangements for internal/external sources; negotiating meeting times, and resolving diary clashes to ensure that matters of an urgent or sensitive nature are given priority and that best use is made of the Branch Director’s available meeting time.
* Organise the Branch Director’s itineraries and all travel arrangements including associated documentation such as payment travel claims, payment vouchers, travel requisitions, cash advances, corporate card expenses and subsistence claims.
* Provide coordination and administrative support services to the Branch including preparation of agendas, organisation of meetings and taking minutes. Assist the Senior Branch Coordinator in collation of Branch human resource management information; monitor the efficient and effective operation of Branch administrative systems and make recommendations for change where necessary.
* Provide secretarial service to internal/external committees, collate and distribute agendas, minutes and follow-up correspondence.
* Provide financial assistance to the Branch Director and Senior Branch Coordination Officer by using the SAP accounting system in regard to: purchasing requisitions; follow-up action for payments and delivery of goods; receipt of items and input for the approval of expenditure by the Director; assist the Senior Branch Coordinator in monitoring of monthly expenditure reports, checking known expenditure to date and highlighting problems and collating information received from Branch sections and producing SAP print outs.
* Ensure that Ministerial requests, correspondence and briefing material submitted to the Branch Director is accurate, timely and consistent with precedent material, government and Agency policy and procedures/standards/protocols and has the appropriate level of approval.
* Respond to requests to meet or talk with the Branch Director, assessing the nature of each request and referring them to appropriate areas within the Agency as necessary; receive the Branch Director’s visitors and liaise as necessary to organise meetings or submissions.
* Coordinate, review and edit, as necessary, routine correspondence, submissions and work requests received by the Branch Director; prepare responses and submissions on routine matters as directed, and maintain effective records management system for the Branch Director which includes resubmit system for correspondence and submissions, the creation of files, disposal, archiving and general maintenance, filing and tracking of files or correspondence.

**Key challenges**

* Communicates with a wide group of people at a senior level on a broad range of issues associated with the Branch and requires the capacity to deal sensitively with staff at all levels (both external to the Agency and within the organisation as well as the ability to understand the nature of Branch responsibilities in order to provide the appropriate response and level of information or necessary referral on to the relevant officer. External groups include Board members, senior officers of external authorities and heads of industry and community groups.
* Needs to maintain knowledge of major projects and activities, policies and procedures pertaining to the Branch, as well as an understanding of a broad range of issues and corporate objectives.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Supervisor | Receive broad guidance and support, provide advice, recommendations and exchange information.  |
| Direct reports | Provide guidance and support, exchange information. |
| Branch managers and staff   | Establish and maintain effective working relationships to consult and collaborate on cross branch projects and related matters.Represent the Branch, as requested by the Director, on corporate working groups/steering committees etc. seeking regional input on issues affecting areas such as administrative, human resource or information based technology.Provide a key point of contact within the Branch for Executive Services and other work areas in the Group. |
| **External** |  |
| Stakeholders | Maintain cooperative and productive working relationships with key contacts. Liaise, on behalf of Branch Director, with external stakeholders including company executives and heads of industry and community. |

# Role dimensions

## Decision making

The role operates in a structured work environment governed by well-established operating practices, protocols and statutory requirements. The occupant of the role is expected to set their day to day work priorities, subject overall operational requirements. The occupant of the role is also expected to balance the competing demands of clients.

## Reporting line

## Depending on the Branch this role may report to the Branch Director or the Senior Branch Coordinator. Direct reports

## Direct Reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

* Experience in secretarial support at a senior level.
* Knowledge of public sector administrative, records management and financial procedures.

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](file:///%5C%5CDNS-323%5CVolume_1%5CClients%5C2014%5CFolk%5CPSC%5Cv16_12March2014%5Cwww.psc.nsw.gov.au%5Ccapabilityframework).

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework |
| --- |
| **Capability Group** | **Capability Name** | **Level** |
|  | **Display Resilience and Courage** | **Foundational** |
| Act with Integrity | Foundational |
| **Manage Self** | **Intermediate** |
| Value Diversity | Foundational |
|  | **Communicate Effectively** | **Intermediate** |
| Commit to Customer Service | Foundational |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Foundational |
| Plan and Prioritise | Foundational |
| **Think and Solve Problems** | **Intermediate** |
| Demonstrate Accountability | Intermediate |
|  | Finance | Foundational |
| Technology | Foundational |
| Procurement and Contract Management | Foundational |
| **Project Management** | **Foundational** |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

| NSW Public Sector Capability Framework |
| --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**Display Resilience and Courage | Foundational | Be open to new ideas and approachesOffer own opinion, ask questions and make suggestionsAdapt well to new situationsDo not give up easily when problems ariseStay calm in challenging situations |
| **Personal Attributes**Manage Self | Intermediate | * Adapt existing skills to new situations
* Show commitment to achieving work goals
* Show awareness of own strengths and areas for growth and develop and apply new skills
* Seek feedback from colleagues and stakeholders
* Maintain own motivation when tasks become difficult
 |
| **Relationships**Communicate Effectively | Intermediate | * Focus on key points and speak in ‘Plain English’
* Clearly explain and present ideas and arguments
* Listen to others when they are speaking and ask appropriate, respectful questions
* Monitor own and others’ non-verbal cues and adapt where necessary
* Prepare written material that is well structured and easy to follow by the intended audience
* Communicate routine technical information clearly
 |
| **Relationships**Work Collaboratively | Intermediate | Build a supportive and co-operative team environmentShare information and learning across teamsAcknowledge outcomes which were achieved by effective collaborationEngage other teams/units to share information and solve issues and problems jointlySupport others in challenging situations |
| **Results**Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidenceIdentify issues that may hinder completion of tasks and find appropriate solutionsBe willing to seek out input from others and share own ideas to achieve best outcomesIdentify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**Project Management | Foundational | Plan and deliver tasks in line with agreed schedulesCheck progress against schedules, and seek help to overcome barriersParticipate in planning and provide feedback about improvements to schedules |